

Amendments to the Specification

Please replace the paragraph beginning at page 7, line 14 with the following amended paragraph:

FIG. 3 illustrates that, in general, communication between the user 315 using the modem session 305 and the ~~online-service~~ L2TP network server 210 may include any number of intermediate communication sessions (e.g., the virtual channel 313, the network session 340). Nevertheless, the disclosure shows generally that diagnostic information of the active modem session 305 of the user 315 may be communicated to the ~~online-service~~ L2TP network server 210 using those intermediate communication sessions, irrespective of their number. Moreover, the ~~online-service~~ L2TP network server 210 similarly may use the methods and apparatus described to obtain diagnostic information of one or more of the intermediate communications sessions (e.g., the virtual channel 313).